



Iowa Interactive Bi-Monthly Update
to the
IOWAccess Advisory Council
for the months of
September and October 2009



SEPTEMBER TRANSACTION VOLUME

Partner	Application	2009 Volume	2008 Volume	Difference
Dept. Natural Resources	Campground Reservations	1,919	1,957	-1.94%
Dept. Natural Resources	Call Center Reservations	245	225	8.89%
Dept. Natural Resources	Changes and Cancellations	318	226	40.71%
Dept. of Transportation	DLR Lookup	106,477	93,432	13.96%
Iowa Bureau of Professional Licensure	License Renewal	487	516	-5.62%
Professional Licensing Division	Online Renewal	0	0	0.00%
Professional Licensing Division	Admin Tool- Letters of Good Standing	30	37	-18.92%
Plumbers & Mechanical Engineers	License Renewals	1,155	0	
Electricians	Permits \$50.00 or Less	882	0	
Electricians	Permits Greater Than \$50.00	1,341	0	
Electricians Licensing	Apprentice and Unclassified Licenses	472	0	

SEPTEMBER ADOPTION STATISTICS				
Partner	Application	Online	Paper	Adoption
Iowa Bureau of Professional Licensure	License Renewal	585	37	94.05%

SEPTEMBER EXISTING PROJECT DEVELOPMENT ACTIVITY					
Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements	
Department of Public Health - PMSB	https://eservices.iowa.gov/pmsb/	1	0	1	
Department of Commerce - PLD	https://eservices.iowa.gov/licensediniowa/	1	2	1	
Department of Public Safety	https://iowaelectrical.gov/index.php	1	4	7	
Department of Public Safety Electrical Permits/Inspections	https://iowaelectrical.gov/index.php/login	2	3	1	
Department of Public Safety Electrical License Renewal	https://iowaelectrical.gov/licensing/	2	2	1	
Department of Transportation DLR Look up	https://www.egov.state.ia.us/dlrllookup/index.html	1	0	0	
Bureau of Professional Licensure - Online License Renewal	https://eservices.iowa.gov/lbpl/	1	12	1	
TOTAL		9	23	12	



SEPTEMBER CONTENT MANAGEMENT ACTIVITY

<u>Partner</u>	<u>Application/Website</u>	<u>Code Rolls/Maintenance Requests</u>
Iowa Broadband Deployment Governance Board	http://broadband.iowa.gov/	2
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	6
IOWAccess	http://www.iowa.gov	2
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	1
Information Security Office	http://secureonline.iowa.gov/newsletters/index.html	3
Early Childhood Iowa	http://www.state.ia.us/earlychildhood/	1
Iowa Department of Economic Development	http://regassist.iowa.gov	1
Public Employee Relations Board	http://iowaperb.iowa.gov/	1
Iowa Department of Management	www.dom.state.ia.us	3
TOTAL		20

September

NEW PROJECTS THAT HAVE GONE LIVE

<u>Partner</u>	<u>Project</u>	<u>Project Type</u>	<u>URL</u>	<u>Date</u>	<u>Description</u>
Department of Motor Vehicles	Diverse License Look-up Change Request 1-1	Dynamic Transaction Enhancement	https://www.egov.state.ia.us/dlrlookup/index.html	9/10/2009	This was a change request to increase security of the system and allow the DOT to audit users suspected of sharing log in information. The user now has to acknowledge they will not share their log in information with anyone .
Iowa Clean Cities Coalition	Iowa Clean Cities Coalition Static Website	Static Website	http://www.iowacleancities.org/	9/16/2009	New website for Iowa Clean Cities Coalition - Office of Energy Independence
Iowa Insurance Division	Office of Consumer Advocacy Static Website	Static Website	http://www.insuranceca.iowa.gov	9/20/2009	New website for the Iowa Insurance Division's Office of Consumer Advocacy.



OCTOBER				
TRANSACTION VOLUME				
Partner	Application	2009 Volume	2008 Volume	Difference
Dept. Natural Resources	Campground Reservations	404	711	-43.18%
Dept. Natural Resources	Call Center Reservations	45	95	-52.63%
Dept. Natural Resources	Changes and Cancellations	233	99	135.35%
Dept. of Transportation	DLR Lookup	99,374	94,520	5.14%
Iowa Bureau of Professional Licensure	License Renewal	418	219	90.87%
Professional Licensing Division	Online Renewal	0	0	0.00%
Professional Licensing Division	Admin Tool- Letters of Good Standing	49	74	-33.78%
Plumbers & Mechanical Engineers	License Applications	641	0	#DIV/0!
Electricians	Permits \$50.00 or Less	548	0	#DIV/0!
Electricians	Permits Greater Than \$50.00	1,405	0	#DIV/0!
Electricians Licensing	Apprentice and Unclassified Licenses	76	0	

OCTOBER ADOPTION STATISTICS				
Partner	Application	Online	Paper	Adoption
Iowa Bureau of Professional Licensure	License Renewal	418	19	95.65%

OCTOBER EXISTING PROJECT DEVELOPMENT ACTIVITY

Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Department of Public Safety Electrical Permits/Inspections	https://iowaelectrical.gov/index.php/login	3	2	2
Department of Public Safety Electrical License Renewal	https://iowaelectrical.gov/licensing/	3	3	2
Department of Transportation DLR Look up	https://www.egov.state.ia.us/dlrlookup/index.html	1	0	0
Bureau of Professional Licensure - Online License Renewal	https://eservices.iowa.gov/ibpl/	2	10	1
IOWAccess	http://iowaccess.iowa.gov/	1	0	0
Governor's Office	http://www.governor.iowa.gov/	1	0	0
TOTAL		11	15	5



OCTOBER CONTENT MANAGEMENT ACTIVITY

Partner	Application/Website	Code Rolls/Maintenance Requests
Community Empowerment	http://www.empowerment.state.ia.us/	6
Iowa Clean Cities Coalition	http://www.iowacleancities.org/	7
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	3
IOWAccess	iowaccess.iowa.gov/	1
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	2
Information Security Office	http://secureonline.iowa.gov/newsletters/index.html	2
Iowa Department of Economic Development	http://regassist.iowa.gov	1
Iowa Department of Management	www.dom.state.ia.us	12
Governor's Office	http://www.governor.iowa.gov/	1
Iowa Office of Energy Independence	http://www.iowacleancities.org/	4
TOTAL		39

October					
NEW PROJECTS THAT HAVE GONE LIVE					
Partner	Project	Project Type	URL	Date	Description
Iowa Board of Regents	Iowa Board of Regents Static Website Redesign	static website	http://regents.iowa.gov/	10/7/09	The redesigned website provides an updated look and feel and reorganized content display.
Governor's Office	Governor's Web site Static Redesign 2009	static website	http://www.governor.iowa.gov/	10/20/09	Create a website design that is fresh and more reflective of the Governor's direction. The objectives was to add new functionality, incorporating Web 2.0 tools and more interactive features.
IOWAccess	IOWAccess Static Redesign 2009	static website	http://iowaccess.iowa.gov/	10/21/09	Update the banner graphics and build the html template to simplify updating content. The existing content was harvested and added to the redesigned look and feel.

IOWA INTERACTIVE POST-PROJECT SURVEY RESULTS FOR PROJECTS LAUNCHED SINCE JANUARY 1, 2009

<u>Agencies Responding</u>
Department of Human Rights
Department of Management
Department of Public Safety
Governor's Office of Drug Control Policy
Human Rights
Iowa Agricultural Development Authority
Iowa Communications Network
Iowa Department of Human Rights
Iowa Department of Public Health - Environmental Health
Iowa Department of Revenue
Office of Auditor of State

<u>Projects</u>
Auditor Of the State Web Site Redesign
Broadband Governance Board 2009 Site Creation
Department of Management 4 web sites redesigns
Detention Center Application
Electrical Permits and Inspections Program
ICYD Website
Iowa Agriculture Development Authority Website redesign
Iowa Property Assessment Appeals Board Static Website Update
Iowa Statewide Interoperability Communications System Board Website
Life or Meth Website Redesign
Made in Iowa
ODCP Website Redesign
Plumbing & Mechanical Licensing & Administrative Tool Project

<u>Project Role</u>	
Project Manager	15
Business Manager	0
Technical Contact	0
Director/Executive Sponsor	4
Other	1

<u>Areas of Satisfaction</u>	<u>Satisfaction Rating (1=poor: 5=excellent)</u>					<u>Average Score</u>
	1	2	3	4	5	
Treated respectfully by Iowa Interactive staff				1	19	4.95
Understood the process your project was to go through		1	1	4	14	4.6
As involved in the process as you wanted to be				3	17	4.9
Kept informed of project's progress	1			2	17	4.7
Iowa Interactive met their commitments to the project timelines	1		1	3	15	4.6
Quality of product (application or web site)			2	2	16	4.7
Timely responses of Iowa Interactive staff to requests/ messages				2	18	4.9
Iowa Interactive demonstrated expert knowledge in web design & development				4	16	4.8
TOTAL	2	1	4	21	132	4.8



How did you learn about Iowa Interactive?	
Another government employee	3
Supervisor	4
Past experience	12
Public information officer	0
Iowa Interactive presentation	0
State IT committee	1
Web site	0
Other	0

Would you choose to work with Iowa Interactive again?	
Yes	18
Maybe	1
No	1

Please explain your choice to or not to work with Iowa Interactive again.
from original start date with much to be done on the program before it is complete. The working relationship with II is much better with Chris and there is great value in the progress we have made since his start date.
Rick was a great person to work with. He was in constant contact and provided the updated information. If there was ever a concern, the agency was contact and helped.
Very easy to work with, and it's great to create a useful product free of charge!
Considering plans to expand to other licensing programs within the EH Division.
Iowa Interactive was able to create a functional licensure program for our board under a very tight and very limited time schedule. Communication remained open at all times and the overall experience has been great.
If I had the choice...No. However, since the cost of work is included in our IT utility fees, it's the choice we make given limited funds. Unfortunately we sacrificed timeliness for no cost.
Absolutely, they were so helpful during our website re-design and the final outcome was exactly what we had envisioned.
Very professional and expedited our requests with excellent results.
Very easy to work with, very organized, and great communication.
There could be opportunities to further develop webtools for the website. II could be a good partner.



Additional Comments

We are very happy with our website and have already received favorable comments about the design and content. Rick was always helpful when we had questions!

Despite my technical ignorance, I was always treated respectfully by Iowa Interactive, and I learned a lot. I worked with Scott, Chris and Polly on this project. They are excellent.

Thank you for providing such a valuable resource to our agency!

The benefit with II is the ability to create a program that fits our needs. The disadvantage is we are a long way from seeing the final product. This survey was completed before the code changes in question went to production.

I will be contacting Iowa Interactive soon for another project.

Rick and his colleagues have been very responsive to our needs, concerns, and feedback and should be commended on their ability to adjust to changing demands with the development of a brand new program. Same can be said for Tracy and Wayne, this has been a solid working relationship and we look forward to the continued success of the project.

There is no doubt the licensure process would not have advanced as quickly and smoothly as it has without our Iowa Interactive Project Manager Rick Rosno and the excellent development team behind the scenes.

Iowa Interactive has to figure out a way to deliver its products in a timely manner. To take 13 months to redesign the DOM site and its subsidiary sites was way out of line. All of the content was either the same or already created. It's a static site so it didn't require extraordinary programming. Feedback on the DOM end was always timely so it had nothing to do with the customer dragging their feet. The people at IA Interactive are friendly and professional but in the end that doesn't matter when delivery time is way too long.

We actually started this redesign project with Iowa Interactive over 2 years ago. It seemed people would change, etc. & nothing ever happened. When Janet showed up & took over, it was a short period of time to completion. I commend her interest in the project

Jeff Ward

Executive Director

Iowa Ag Development Authority

Janet & Polly were so helpful through the whole process. They made all requested changes down to the formatting, and kept us informed on the progress. We are so pleased with the final website and very excited for our customers to be able to more easily navigate through our programs and applications. Thank you so much for your help!

Great Job!!! I am very pleased. I sincerely appreciate the extra effort to get this done so quickly.

Great teamwork and methodology.

The original project manager from Iowa Interactive was very ineffective. The change to a new project manager made this project successful.

Well done. I appreciated project staff's patience since we moved more slowly than anticipated.

While Kathleen was working on the project, I would not have responded in the same way. It was terrible working with her. However, once Rick took over, it was fantastic. He and Polly both are wonderful to work with, helpful, knowledgeable, creative and willing to do whatever we ask of them. It was a pleasure working with them!

Thanks for the effort. We really appreciate Molly and Janet's efforts.

